

BPAC AGENDA ITEM 8

MEMBER AND BENEFIT SERVICES BRANCH EFFECTIVENESS MEASURES 3rd Quarter

**ATTACHMENT C
Fiscal Year 2005-2006**

**CalPERS EFFECTIVENESS MEASURES
Benefit Services Division (BNSD)**

**1ST THROUGH 3rd QUARTERS
FISCAL YEAR 2005-2006**

Service Retirements

For the fiscal year-to-date, 99% of service retirements without constraints were paid within the approved service level goal of 30 days from retirement effective date. Performance for applications with constraints averaged 61% within 90 days of retirement date. Applications with constraints represent approximately 4% of the total. Those members who apply for retirement less than 30 days before their requested retirement date comprise the primary constraint.

Service retirement adjustments for the third quarter were completed at 93% within 9 months of effective date.

Disability Retirements

In disability retirement processing, performance for the year to date exceeded the baseline in roll placements and surveillance and investigative reports. At 39%, Disability Validation Team (DVT) determinations fell short of the baseline of making decisions approving or denying disability retirement for 90% of DVT cases within 30 days of receipt of all information. Determinations for all other disability retirement applications fell short of the 70% baseline for completion within 6 months of receipt, at 27%. The Section has undertaken an aggressive plan to dramatically reduce the processing time for disability retirement applications and to provide members with increased access to process and status information regarding their claim.

Pre Retired Death Benefit Claims

In the third quarter, an average of 68% of pre-retired death benefit claims were paid to eligible beneficiaries/survivors within 90 calendar days of notification of the death. Although the death benefit information and forms were provided timely to the survivor, the completed death benefit

application and other required documents were not received by CalPERS in sufficient time to pay 75% of the cases within 90 days of the death notification.

Post Retired Death Benefit Claims

At 93%, the year-to-date service level performance for post-retirement death benefits approached the baseline of 95% of claims paid within 90 days of notification of death.

Refunds

Effectiveness consistently reaches 100% for refunds.

Benefit Services Division (BNSD)

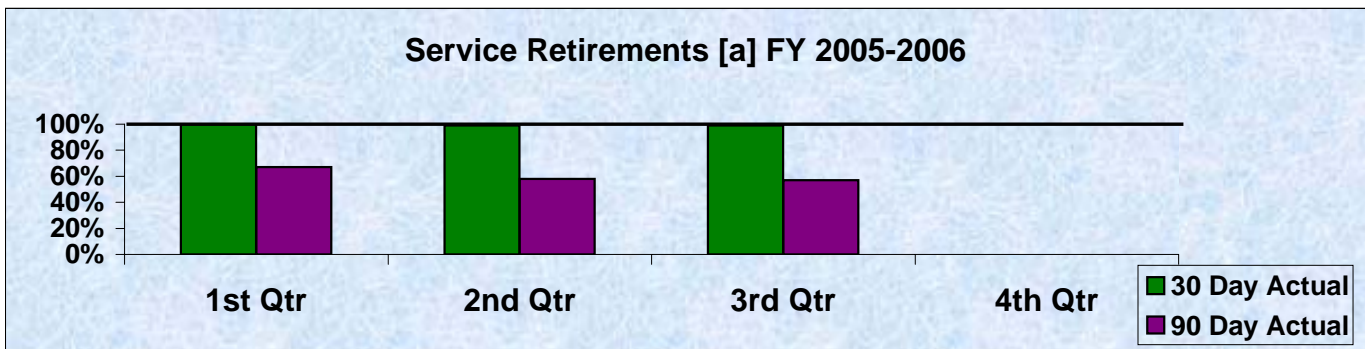
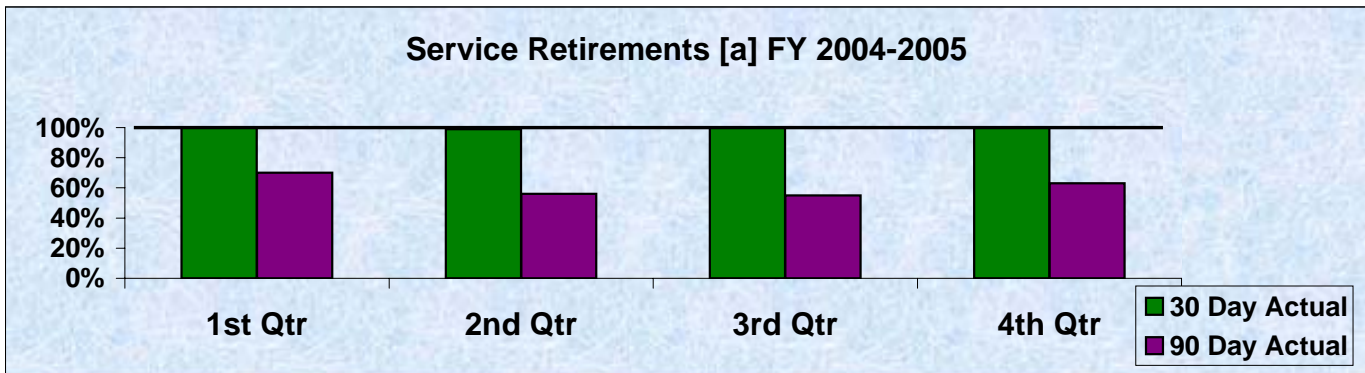
CALPERS EFFECTIVENESS MEASURES

SERVICE RETIREMENTS

Title: Service Retirements [a]

Definition: Make first payment within 30 calendar days of retirement effective date, for **100%** of applicants without constraints.

Definition: Make first payment within 90 calendar days of retirement effective date, for **100%** of applicants with constraints.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	30 Day Actual	100%	99%	100%	100%	100%
	90 Day Actual	70%	56%	55%	63%	61%
2005-2006	30 Day Actual	100%	99%	99%		99%
	90 Day Actual	67%	58%	57%		61%
	Baseline	100%	100%	100%	100%	100%

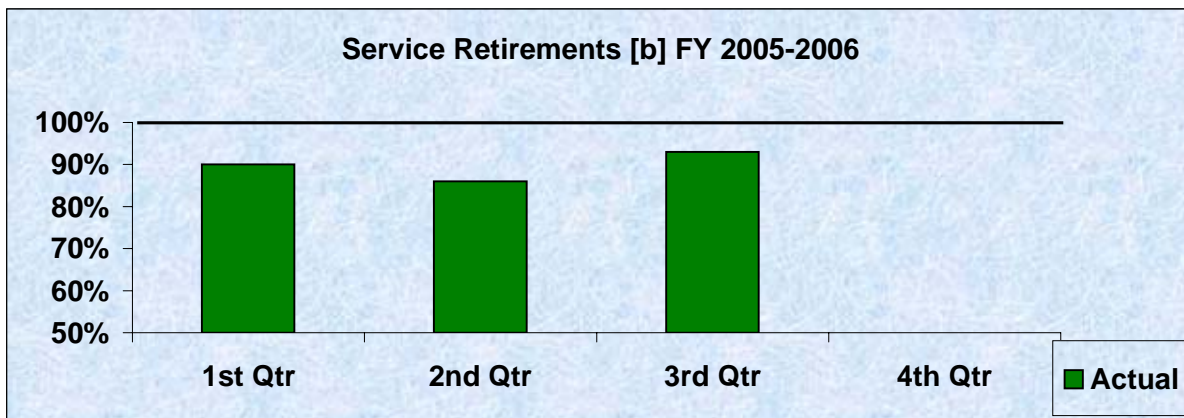
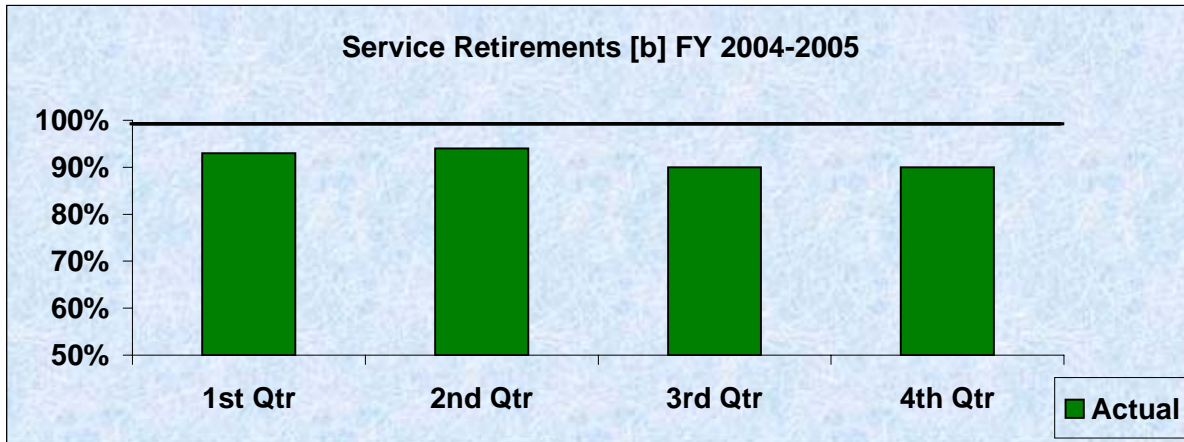
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Paid in 30 Days	9877	4565	7221	4408	6518
	Total	9897	4596	7249	4426	6542
	Paid in 90 Days	287	227	217	228	240
	Total	408	404	398	364	394
	Combined	10164	4792	7438	4636	6758
	Total	10305	5000	7647	4790	6936
2005-2006	Paid in 30 Days	7968	4643	7404		6672
	Total	7988	4669	7442		6700
	Paid in 90 Days	318	267	290		292
	Total	476	458	505		480
	Combined	8286	4910	7694		6963
	Total	8464	5127	7947		7179

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES SERVICE RETIREMENTS

Title: **Service Retirements [b]**

Definition: Complete **100%** of final adjustments to service retirement benefits within 9 months of retirement effective date.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Actual	93%	94%	90%	90%	92%
	Baseline	100%	100%	100%	100%	100%
2005-2006	Actual	90%	86%	93%		90%
	Baseline	100%	100%	100%	100%	100%

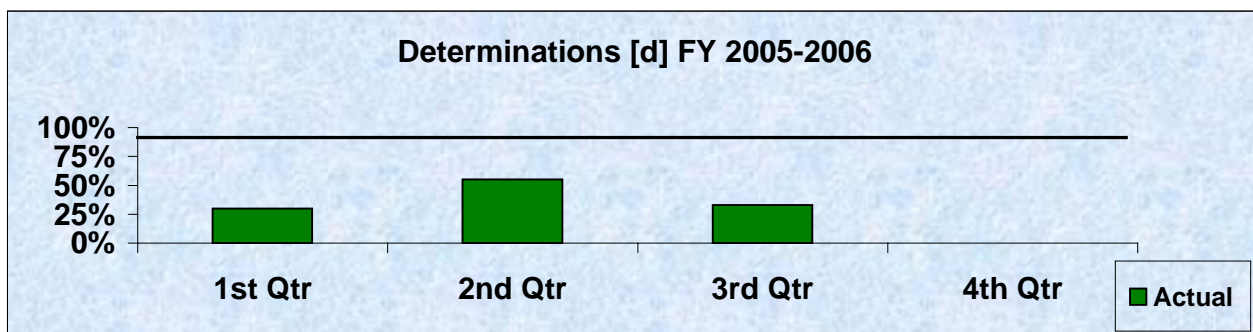
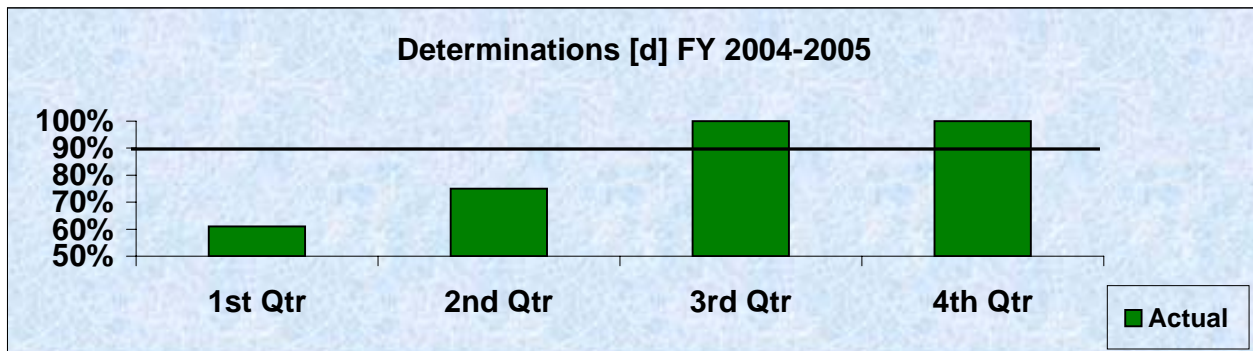
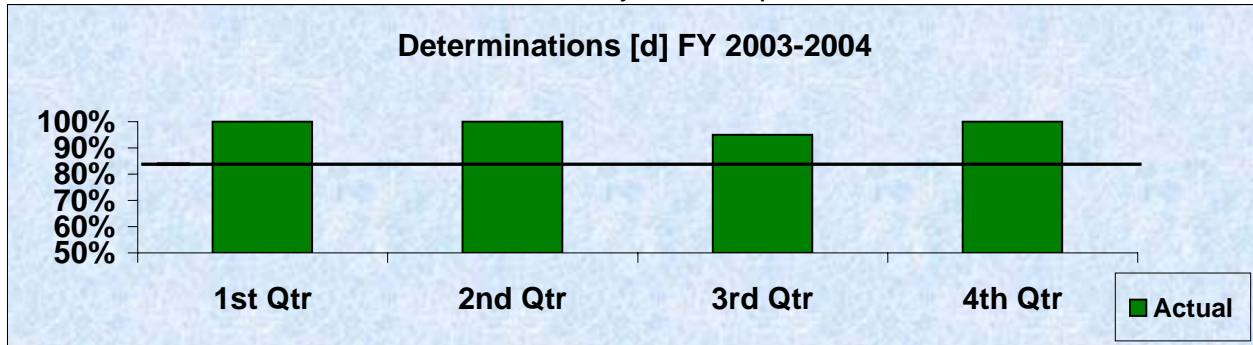
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Com. Adj.	4386	4490	3952	2735	3891
	Tot. Adj.	4717	4777	4398	3063	4239
2005-2006	Com. Adj.	3407	3308	3632		3449
	Tot. Adj.	3802	3826	3913		3847

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES THREE YEAR COMPARISONS DISABILITY RETIREMENTS

Title: **Disability Validation Team Measurement-Timing Factor [d]**
(measure added to Disability Retirement Section as 2[d] in FY 1997-98)

Definition: Make decisions approving or denying disability retirement application for 90% of DVT cases within 30 days of receipt of all information.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	100%	95%	100%	99%
2004-2005	Actual	61%	75%	100%	100%	84%
2005-2006	Actual	30%	55%	33%		39%
	Baseline	90%	90%	90%	90%	90%

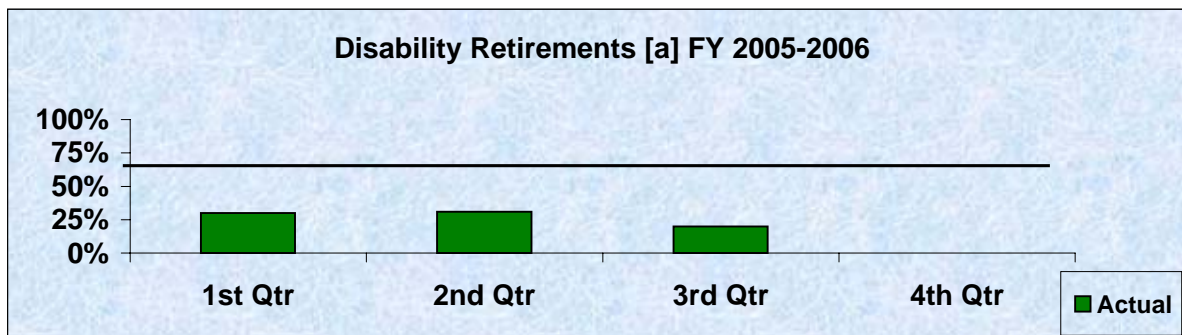
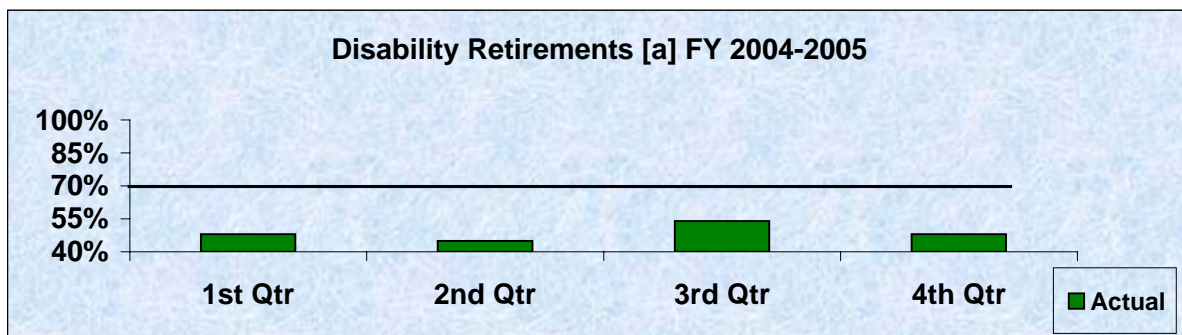
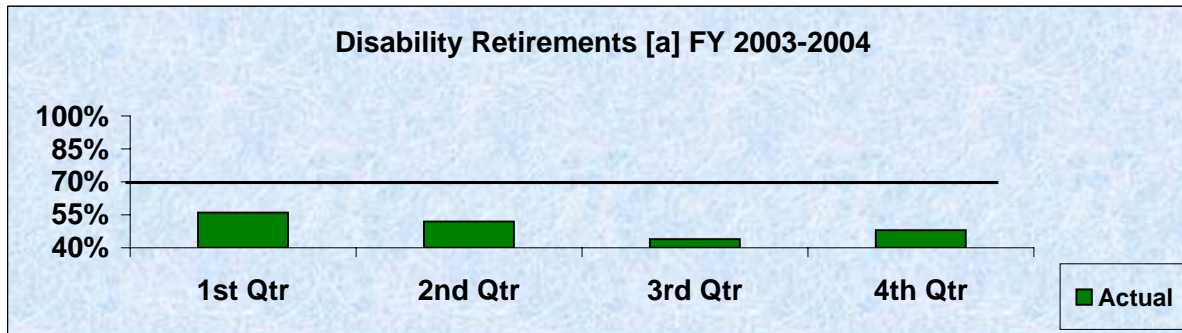
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Made	6	8	18	7	10
	Total	6	8	19	7	10
2004-2005	Made	11	3	2	2	5
	Total	18	4	2	2	7
2005-2006	Made	7	11	8		9
	Total	23	20	24		22

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES
THREE YEAR COMPARISONS
DISABILITY RETIREMENTS

Title: Disability Retirements [a]

Definition: Make determinations regarding approval or disapproval within 6 months of receipt of applications for **70%** of applicants.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	56%	52%	44%	48%	50%
2004-2005	Actual	48%	45%	54%	48%	49%
2005-2006	Actual	30%	31%	20%		27%
	Baseline	70%	70%	70%	70%	70%

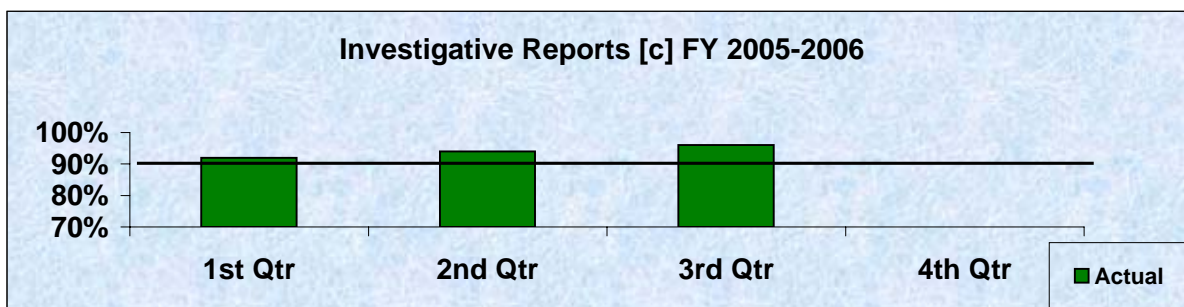
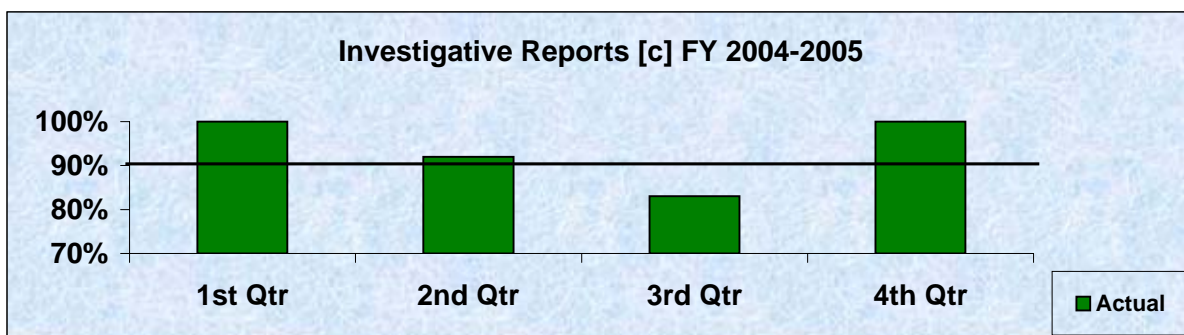
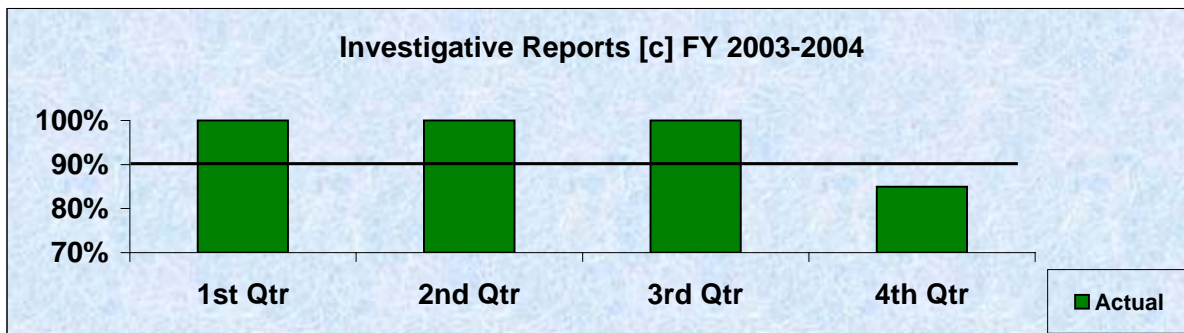
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Made	493	417	413	367	423
	Total	882	799	947	772	850
2004-2005	Made	410	303	173	180	267
	Total	850	668	322	379	555
2005-2006	Made	122	126	192		147
	Total	411	408	943		587

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES
THREE YEAR COMPARISONS
DISABILITY RETIREMENTS

Title: **Disability Validation Team Measurement-Timing Factor [c]**
(measure added to Disability Retirement Section as 2 [c] in FY 1997-98)

Definition: Complete surveillance and investigative report for **90%** of the Disability Validation Team (DVT) cases assigned to surveillance within 45 days of such an assignment.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	100%	100%	85%	96%
2004-2005	Actual	100%	92%	83%	100%	94%
2005-2006	Actual	92%	94%	96%		94%
	Baseline	90%	90%	90%	90%	90%

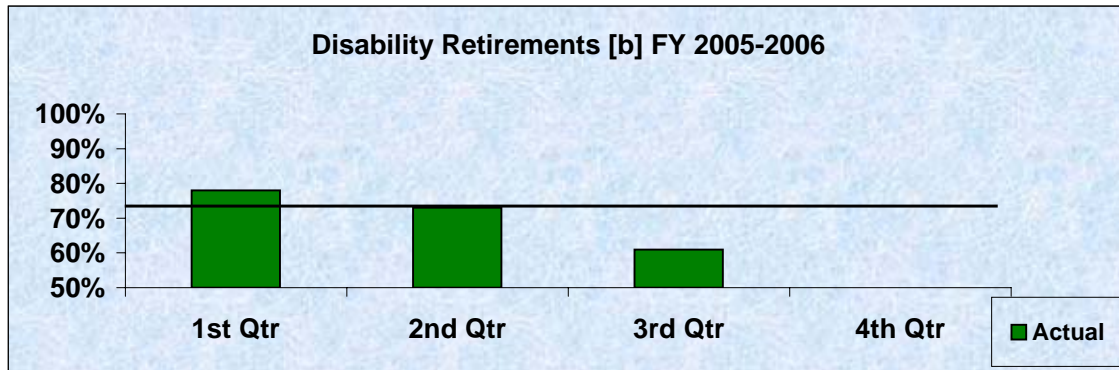
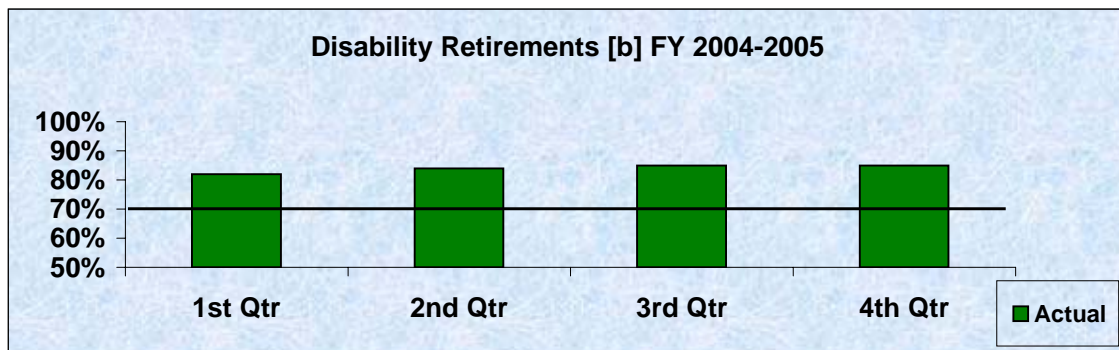
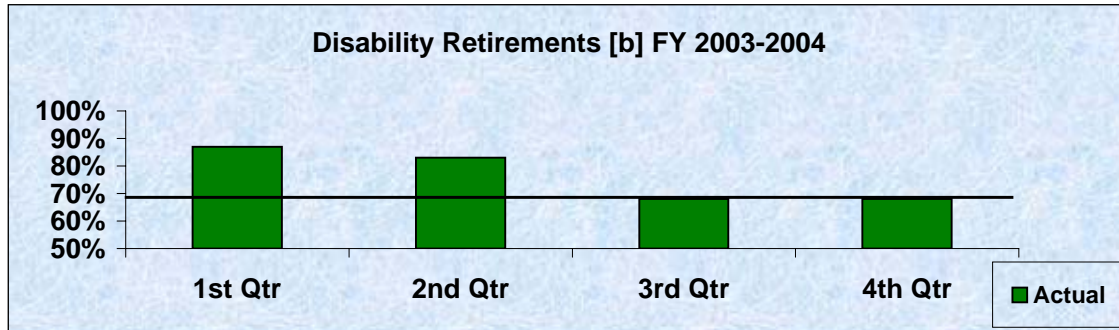
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Complete	6	11	7	17	10
	Total	6	11	7	20	11
2004-2005	Complete	12	12	5	2	8
	Total	12	13	6	2	8
2005-2006	Complete	23	31	23		26
	Total	25	33	24		27

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES THREE YEAR COMPARISONS DISABILITY RETIREMENTS

Title: **Disability Retirements [b]**

Definition: Make first payment within 6 months of retirement effective date
for 70% of applicants.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	87%	83%	68%	68%	77%
2004-2005	Actual	82%	84%	85%	85%	84%
2005-2006	Actual	78%	73%	61%		71%
	Baseline	70%	70%	70%	70%	70%

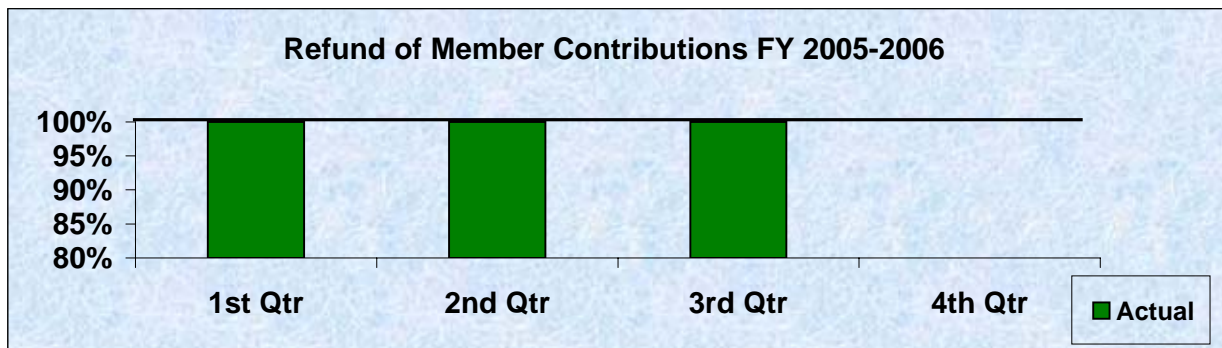
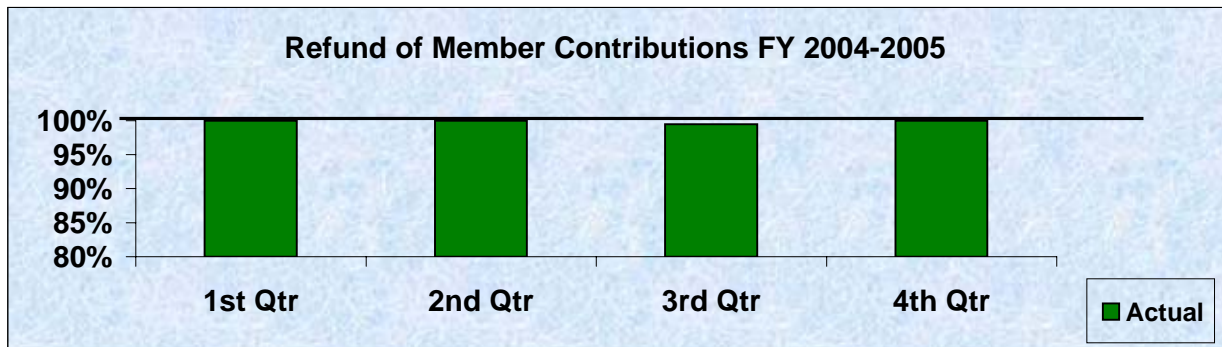
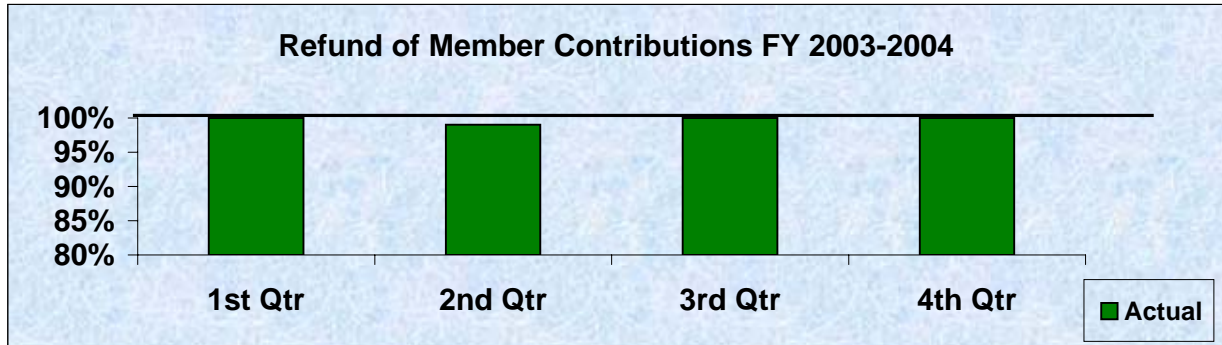
FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	430	446	352	351	395
	Total	491	540	516	513	515
2004-2005	Paid	425	381	281	181	317
	Total	519	453	329	212	378
2005-2006	Paid	193	179	214		195
	Total	249	245	350		281

Benefit Services Division (BNSD)

CALPERS EFFECTIVENESS MEASURES
THREE YEAR COMPARISONS
REFUND OF MEMBER CONTRIBUTIONS

Title: Refund of Member Contributions

Definition: Pay **100%** of first refunds to eligible members within 30 calendar days of receipt of valid election.



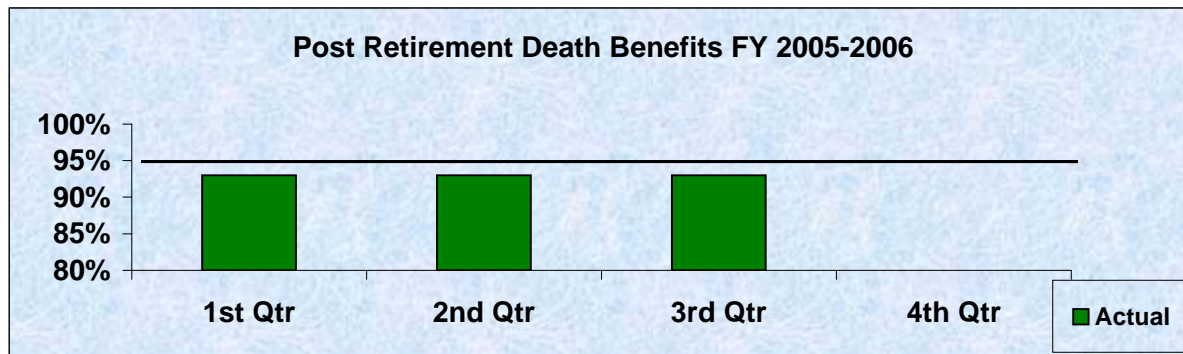
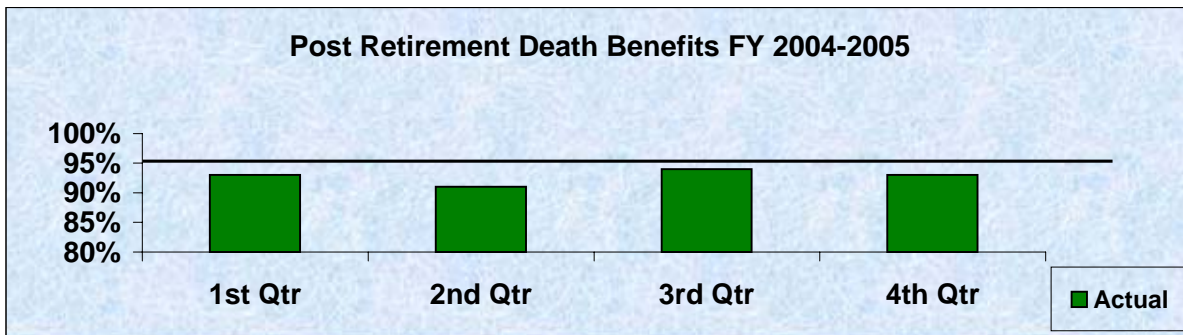
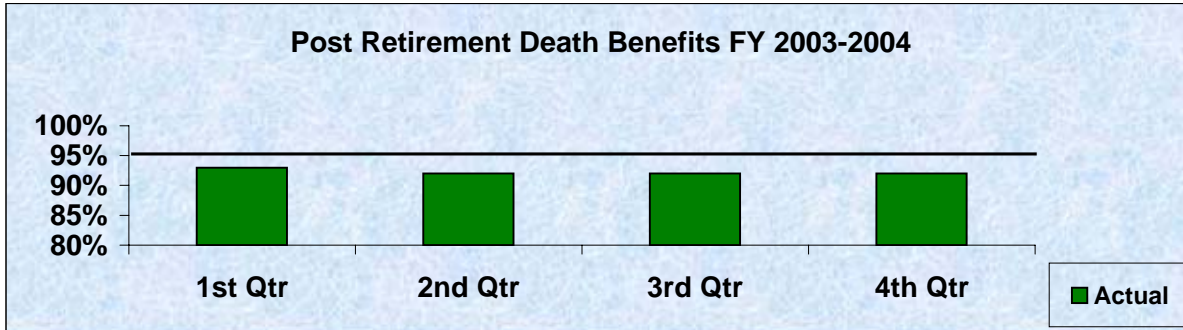
FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	99%	100%	100%	100%
2004-2005	Actual	100%	100%	100%	100%	100%
2005-2006	Actual	100%	100%	100%		100%
	Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	3574	4137	5425	3877	4253
	Total	3580	4185	5451	3889	4276
2004-2005	Paid	4241	4338	4819	3867	4316
	Total	4247	4346	4845	3884	4330
2005-2006	Paid	4528	3929	5369		4609
	Total	4548	3934	5386		4623

**CALPERS EFFECTIVENESS MEASURES
THREE YEAR COMPARISONS
POST RETIRED DEATH BENEFIT CLAIMS**

Title: **Death Benefits**

Definition: Pay **95%** of post retired death benefit claims to eligible beneficiaries/survivors within 90 calendar days of notification of the death.



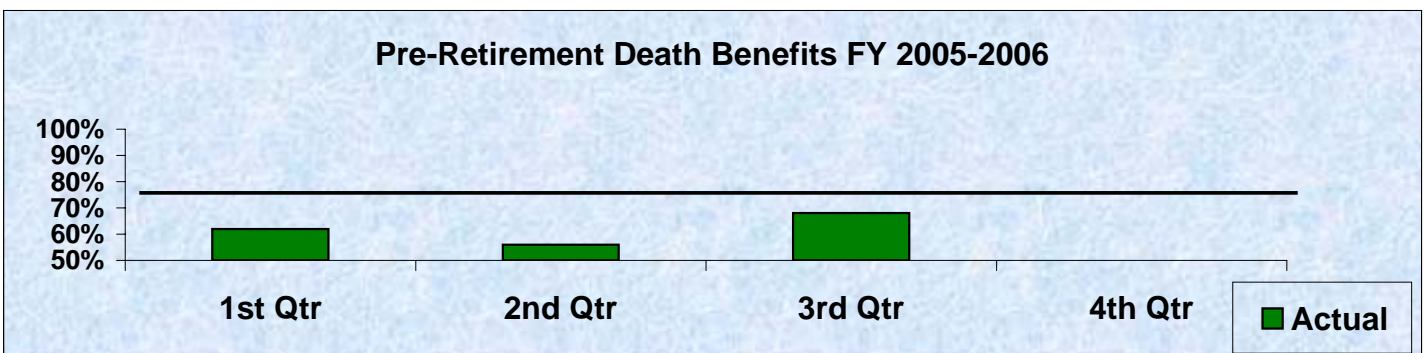
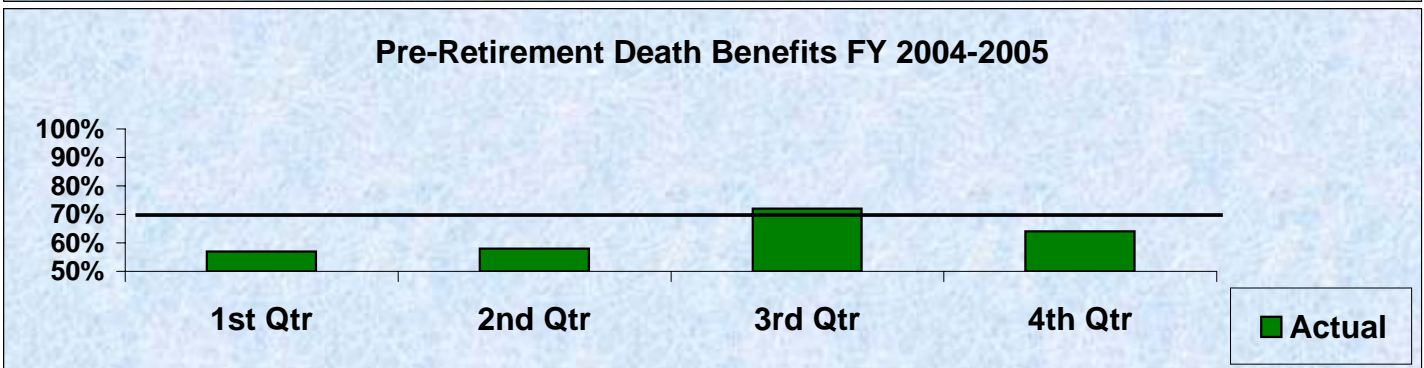
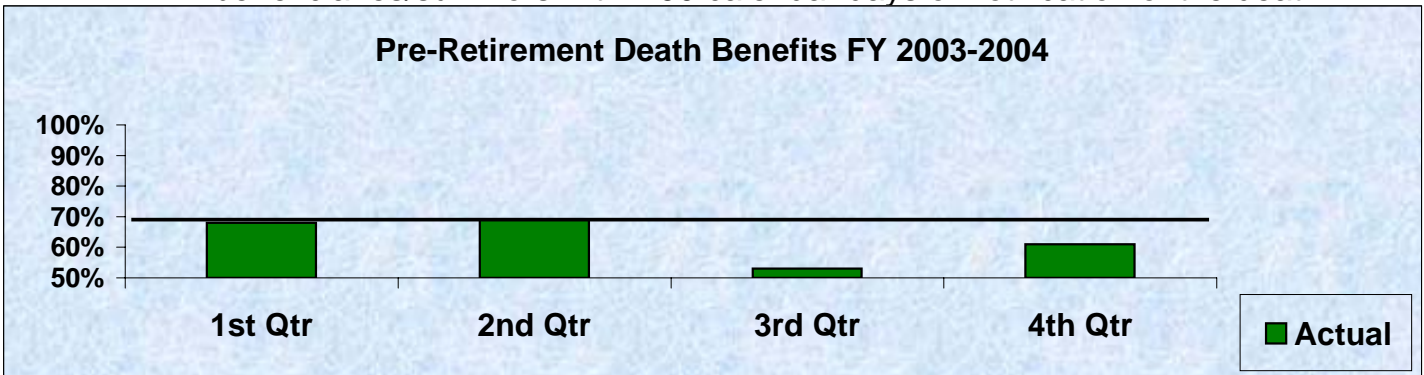
FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	93%	92%	92%	92%	92%
2004-2005	Actual	93%	91%	94%	93%	93%
2005-2006	Actual	93%	93%	93%		93%
	Baseline	95%	95%	95%	95%	95%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	1024	956	1295	1061	1084
	Total	1097	1037	1403	1156	1173
2004-2005	Paid	1051	1062	1227	1136	1119
	Total	1136	1165	1308	1228	1209
2005-2006	Paid	1048	1063	1183		1098
	Total	1124	1148	1275		1182

CALPERS EFFECTIVENESS MEASURES
PRE-RETIREMENT DEATH BENEFIT CLAIMS

Title: **Death Benefits**

Definition: Pay **75%** of pre-retired death benefit claims to eligible beneficiaries/survivors within 90 calendar days of notification of the death.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	68%	69%	53%	61%	63%
2004-2005	Actual	57%	58%	72%	64%	63%
2005-2006	Actual	62%	56%	68%		62%
	Baseline	75%	75%	75%	75%	75%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	26	25	26	28	26
	Total	38	36	49	46	42
2004-2005	Paid	24	33	36	28	30
	Total	42	57	50	44	48
2005-2006	Paid	31	27	39		32
	Total	50	48	57		52

**CalPERS EFFECTIVENESS MEASURES
Member Services Division (MBSD)**

**Third Quarter
Fiscal Year 2005 – 2006**

Service Costing

In the Third Quarter of Fiscal Year 2005-2006, a total of 11,602 requests were processed. The following item affected the Service Costing Section over the past quarter:

Backlog Reduction: Cases older than 30-days were the focus of Service Costing staff during Third Quarter 2005-2006. The backlog was eliminated by March 31, 2006, with the exception of constraint cases which cannot be processed for the following reasons:

- Present Value service costing requests must be calculated based on current payroll, which is not available until reported to CalPERS and posted to the system.
- Certain service costing types require a determination from the Employer Services Division before they may be processed.
- Benefit Services must determine if the requested service credit is beneficial for members who have applied for Disability Retirement. The inventory of constraint cases continues to decrease; however, we will always have a working inventory of constraint cases.

We will be in a better position to determine this on-going inventory upon completion of the Performance Management Project headed by the Member and Benefit Services Branch.

Retirement Estimates

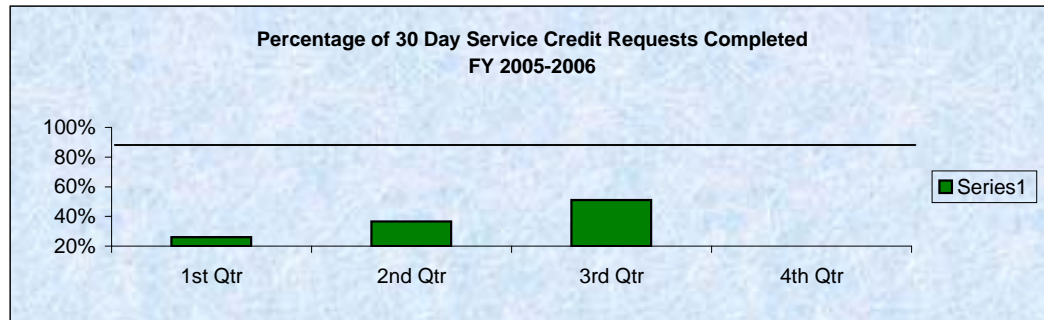
In the Third Quarter, Fiscal Year 2005-2006, approximately 8,414 estimates were received each month. An average of 77% of these estimates was completed within 5 days, and an average of 91% was completed within 30 days.

- Backlog Reduction: Estimate requests older than 30-days were the focus of Estimate Staff during Third Quarter 2005-2006. It is anticipated that the backlog will be eliminated by June 30, 2006.
- Efforts to reduce the backlog, as well as customized estimate requests, special projects, new staff training, and system problems continue to impact the estimate workload.

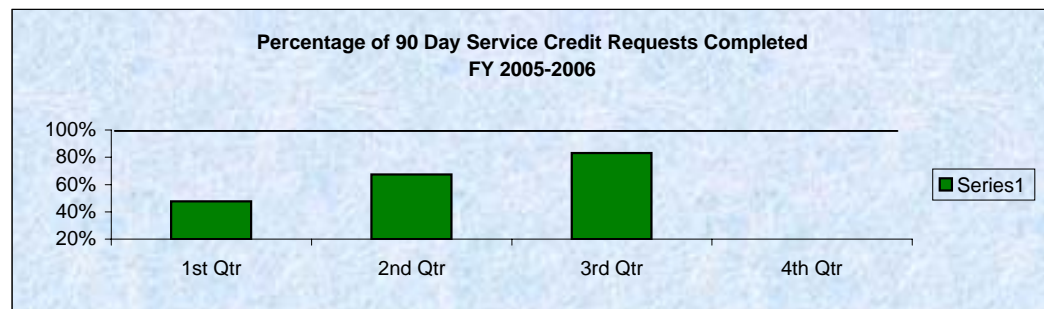
Member Services Division (MBSD)
CALPERS EFFECTIVENESS MEASURES
SERVICE CREDIT PURCHASE COSTING REQUEST

Title: **Service Credit Purchase Costing Request**

Goal: 90% of all Service Credit Purchase Costing requests will be completed within 30 days of receipt. The remaining 10% that require payroll compensation intervention will be completed within 90 days of receipt.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	30 Day Actual	57%	70%	83%	97%	77%
2003-2004	30 Day Actual	96%	68%	47%	38%	62%
2004-2005	30 Day Actual	29%	29%	39%	40%	34%
2005-2006	30 Day Actual	26%	37%	51%		38%
	30 Day Baseline	90%	90%	90%	90%	90%



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	90 Day Actual	80%	82%	84%	94%	85%
2003-2004	90 Day Actual	99%	98%	77%	60%	84%
2004-2005	90 Day Actual	67%	31%	66%	62%	57%
2005-2006	90 Day Actual	48%	67%	83%		66%
	90 Day Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Combined	13,696	21,086	18,118	10,954	15,964
	Processed in 30 Days	3,955	6,219	7,302	4,408	5,471
	Processed in 90 Days	550	383	5,681	2,311	2,231
	Processed > 90 Days	9,191	14,484	5,135	4,235	8,261
2005-2006	Combined	12,379	12,441	11,602		12,141
	Processed in 30 Days	3,194	4,507	5,943		4,548
	Processed in 90 Days	2,723	3,880	3,719		3,441
	Processed > 90 Days	6,462	4,054	1,940		4,152

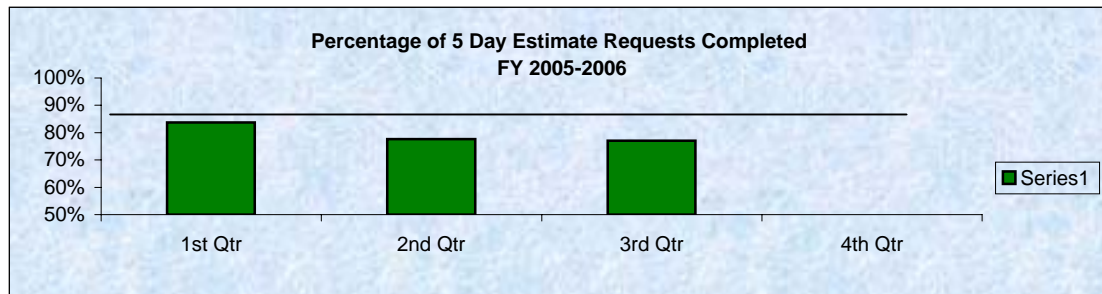
Member Services Division (MBSD)

CALPERS EFFECTIVENESS MEASURES

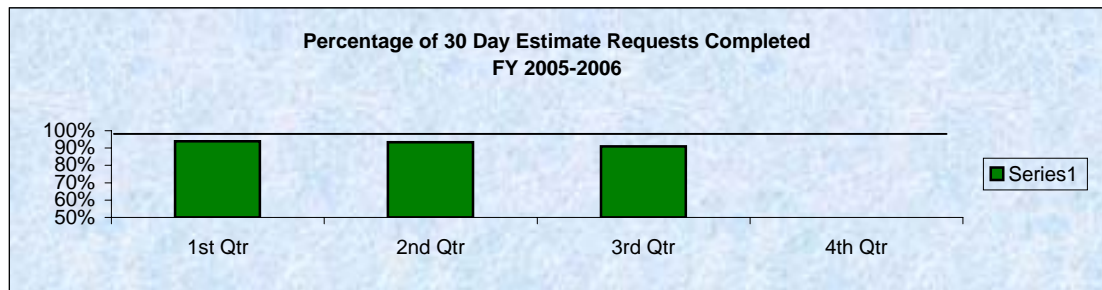
RETIREMENT ESTIMATES

Title: **Retirement Estimates**

Goal: 90% of all requests for retirement estimates will be completed within 5 days of receipt. The remaining 10% that require manual calculation will be completed within 30 days of receipt.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	5 Day Actual	82%	85%	90%	90%	87%
2003-2004	5 Day Actual	86%	91%	90%	81%	87%
2004-2005	5 Day Actual	84%	78%	83%	79%	81%
2005-2006	5 Day Actual	84%	78%	77%		
	5 Day Baseline	90%	90%	90%	90%	90%



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	30 Day Actual	94%	99%	99%	97%	97%
2003-2004	30 Day Actual	94%	99%	98%	93%	96%
2004-2005	30 Day Actual	89%	85%	95%	91%	90%
2005-2006	30 Day Actual	94%	93%	91%		
	30 Day Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Combined Total	24,688	22,253	23,782	28,003	24,682
	Processed in 5 Days	20,759	17,463	19,858	21,996	20,019
	Processed in 30 Days	1,281	1,472	2,653	3,380	2,197
	Processed >30 Days	2,648	3,318	1,271	2,627	2,466
2005-2006	Combined Total	25,502	22,655	24,456		24,204
	Processed in 5 Days	21,351	17,590	18,909		19,283
	Processed in 30 Days	2,682	3,557	3,290		3,176
	Processed >30 Days	1,469	1,508	2,257		1,745

**CalPERS EFFECTIVENESS MEASURES
Telephones Third Quarter
Fiscal Year 2005 – 2006**

Measurements

The CalPERS Customer Service and Education Division, Customer Contact Center (CCCC) experienced a 16% increase in calls offered in the Third Quarter of Fiscal Year 2005 – 2006.

The following is a comparison between the Second Quarter and Third Quarter of Fiscal Year 2005–2006:

Fiscal Year 2005-2006		2 nd Quarter	3 rd Quarter
Calls Offered		185,644	221,752
Average Queue Time		9:10	13:41
Call Answer Rate		78%	68%
Call Closure Rate		90%	90%
Call Abandon Rate		22%	32%

The increase in the number of calls offered and the decrease in the number of agents available, due to attrition, were major contributing factors to the overall results of the third quarter effectiveness measures.

There were 9 Benefit Program Specialist vacancies that were filled at the end of March. These agents will begin training during the first week of April and should be available to assist with the workload by the middle of May. The CCCC has successfully hired 6 students and anticipates the hiring of 8 additional students. The CCCC is also moving forward with the hiring of LEAP candidates in the effort to improve customer service.

Customer Service and Education Division (CSED)

ATTACHMENT C

Enterprise Contact Center

Report Period: Mar-05

Goals and Objectives

	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE
Month	70,306	55,421	14,885	50,972	4,449
YTD	611,339	446,802	164,537	396,651	50,151

	Monthly Average	Time	Goal
Month	Queue Time	9:35	2:30
YTD	Queue Time	11:09	2:30

Monthly Average	%	Goal	YTD %
Call Answer Rate	79%	95%	73%
Call Closure Rate	92%	95%	89%
Call Abandoned Rate	21%	2% - 7%	27%

How Monthly Averages are Calculated

Call Answer Rate:	Calls Answered	÷	Calls Offered	= %
Closure Rate:	Calls Closed	÷	Calls Answered	= %
Abandoned Rate:	Calls Abandoned	÷	Calls Offered	= %

**Customer Service and
Education Division (CSED)**

ATTACHMENT C

Enterprise Contact Center

Report Period: 3rd Qtr 2005/2006

Goals and Objectives

	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE
Qtr 3	221,752	150,180	71,572	135,093	15,087
	Monthly Average	Time	Goal		
Qtr 3	Queue Time	13:41	2:30		

Monthly Average	%	Goal
Call Answer Rate	68%	95%
Call Closure Rate	90%	95%
Call Abandoned Rate	32%	2% - 7%

How Monthly Averages are Calculated

Call Answer Rate:	Calls Answered	Calls Offered	= %
Closure Rate:	Calls Closed	Calls Answered	= %
Abandoned Rate:	Calls Abandoned	Calls Offered	= %

**Customer Service and
Education Division (CSED)**

ATTACHMENT C

Enterprise Fiscal 2005

	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE'S	Average Queue Time	Call Answer Rate	Call Closure Rate	Call Abandoned Rate
July	58,002	47,157	10,845	40,787	6,370	8:43	81%	86%	19%
August	74,125	54,198	19,811	46,482	7,716	11:25	73%	86%	27%
September	71,816	51,003	20,813	43,766	7,237	12:18	71%	86%	29%
October	61,995	51,777	10,218	44,420	7,357	7:14	84%	86%	16%
November	66,262	48,355	17,907	43,734	4,621	10:35	73%	90%	27%
December	57,387	44,132	13,255	42,369	1,763	9:41	77%	96%	23%
January	77,640	50,811	26,829	45,189	5,622	14:42	65%	89%	35%
February	73,806	43,948	29,858	38,932	5,016	16:46	60%	89%	40%
March	70,306	55,421	14,885	50,972	4,449	9:35	79%	92%	21%
April	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
May	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
June	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
Total	611,339	446,802	164,421	396,651	50,151	11:09	73%	89%	27%

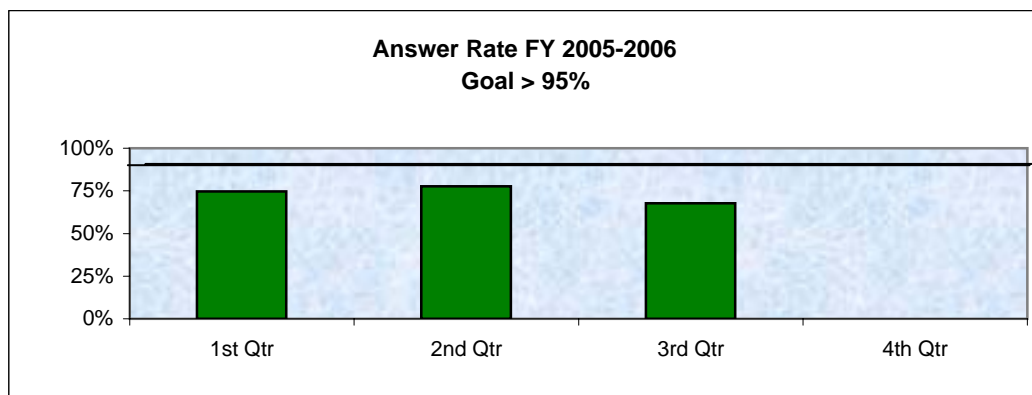
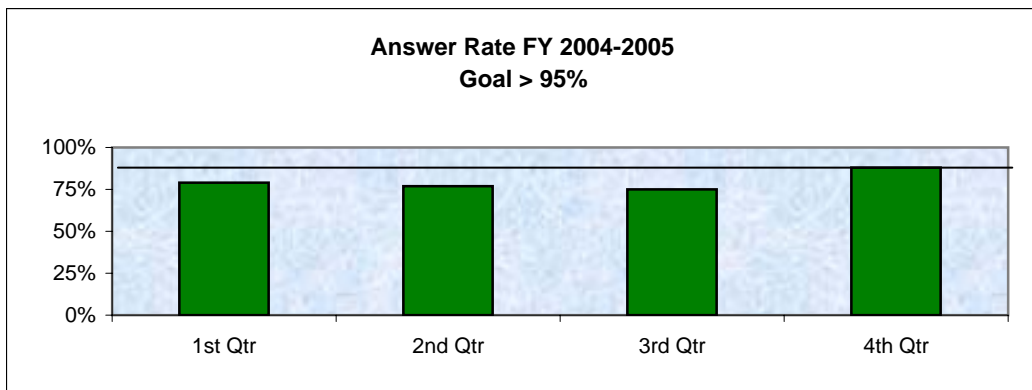
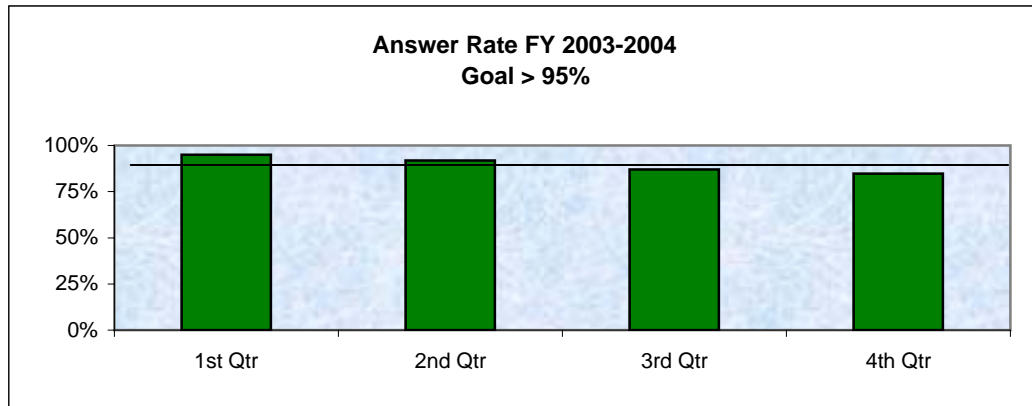
Customer Service and Education Division (CSED)

ATTACHMENT C

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - ANSWER RATE

Title: **Answer Rate**

Goal: FY 2003-04: Answer 95% of calls received
FY 2004-05: Answer 95% of calls received
FY 2005-06: Answer 95% of calls received



FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	95%	92%	87%	85%
2004-2005	79%	77%	75%	88%
2005-2006	75%	78%	68%	#DIV/0!

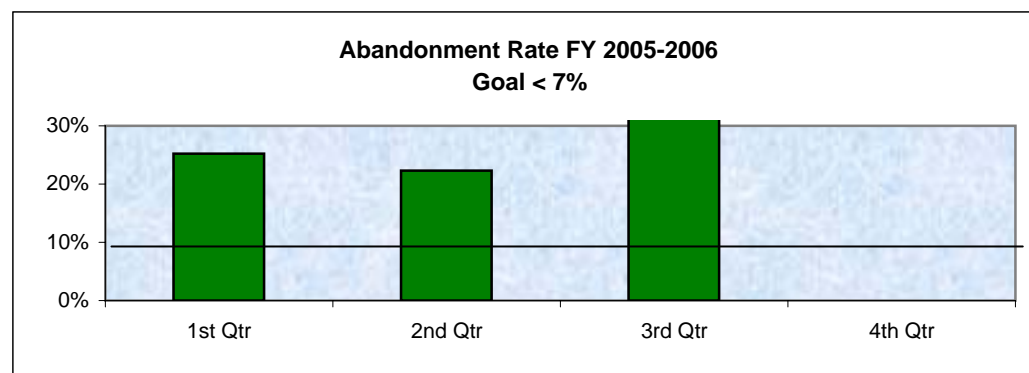
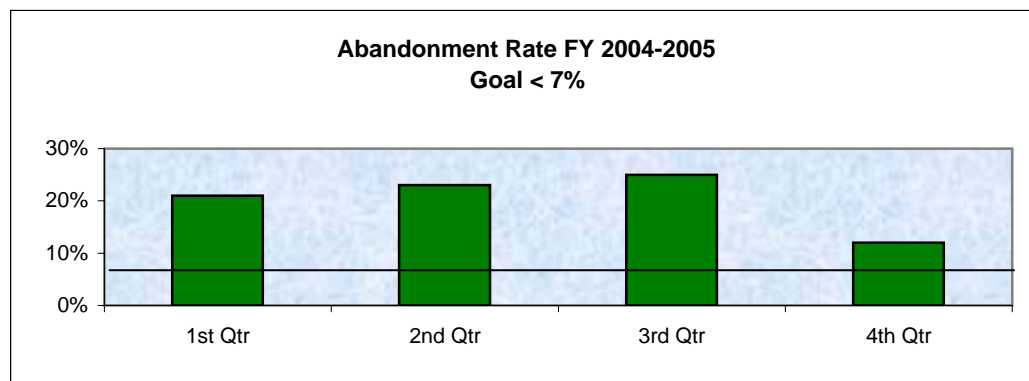
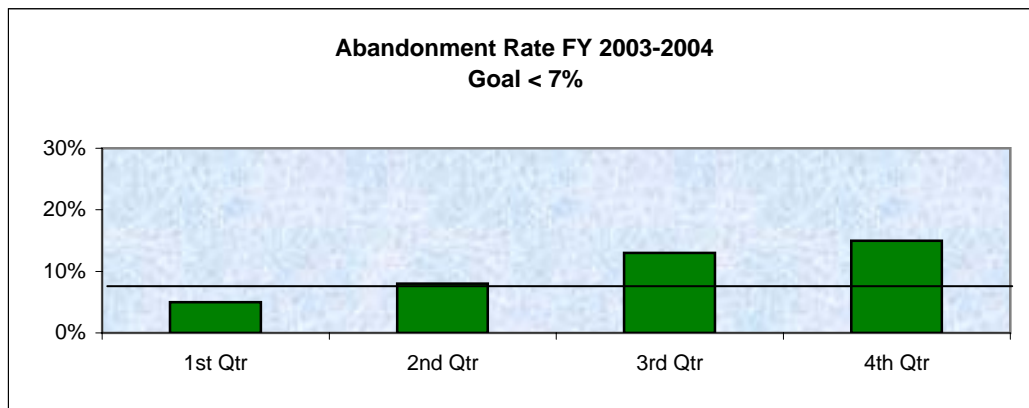
Customer Service and Education Division (CSED)

ATTACHMENT C

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - ABANDONMENT RATE

Title: **Abandonment Rate**

Goal: FY 2003-04: Monthly call volumes of 70,000 or less, no more than 2%
Monthly call volumes of 70,000 or more, no more than 7%
FY 2004-05: Monthly call volumes of 70,000 or less, no more than 2%
Monthly call volumes of 70,000 or more, no more than 7%
FY 2005-06: Monthly call volumes of 70,000 or less, no more than 2%
Monthly call volumes of 70,000 or more, no more than 7%



FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	5%	8%	13%	15%
2004-2005	21%	23%	25%	12%
2005-2006	25%	22%	32%	#DIV/0!

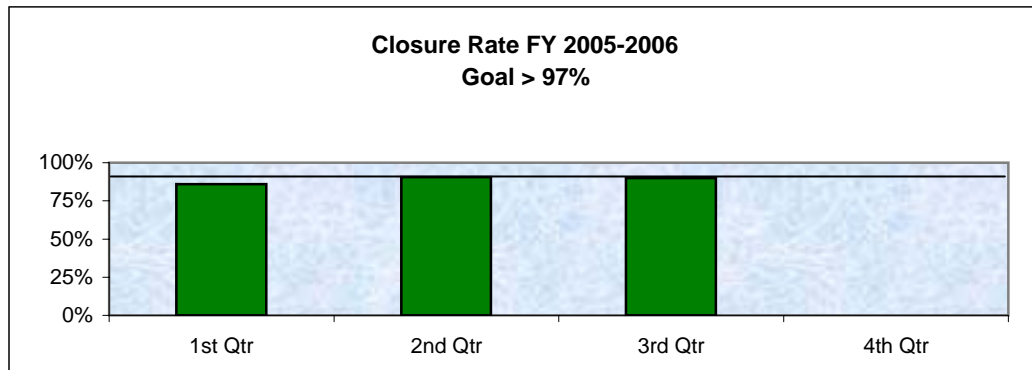
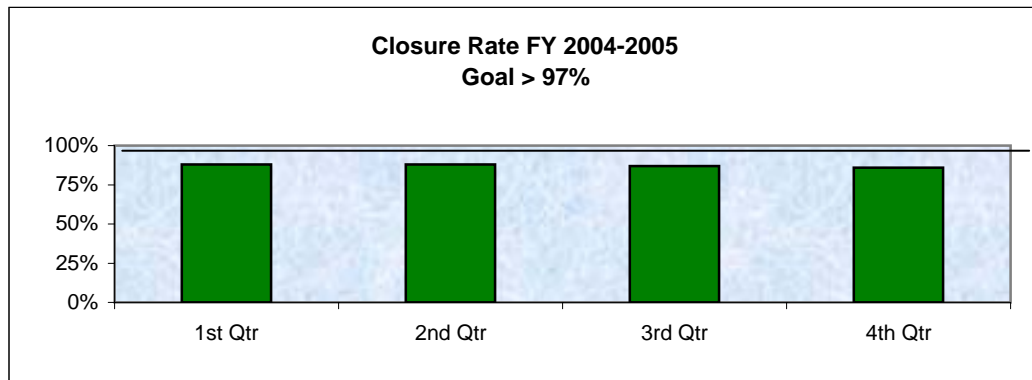
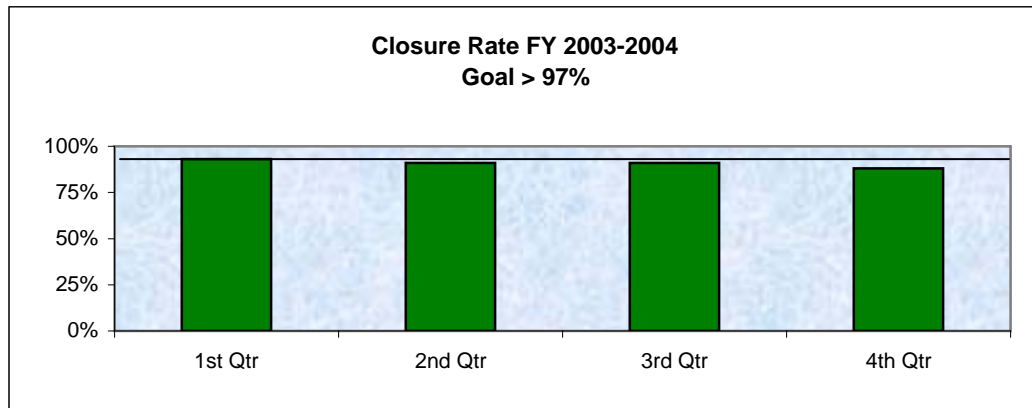
Customer Service and Education Division (CSED)

ATTACHMENT C

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - CLOSURE RATE

Title: **Closure Rate**

Goal: FY 2003-04: Close 97% of the calls received on the first point of contact
FY 2004-05: Close 97% of the calls received on the first point of contact
FY 2005-06: Close 97% of the calls received on the first point of contact



FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	93%	91%	91%	88%
2004-2005	88%	88%	87%	86%
2005-2006	86%	90%	90%	#DIV/0!

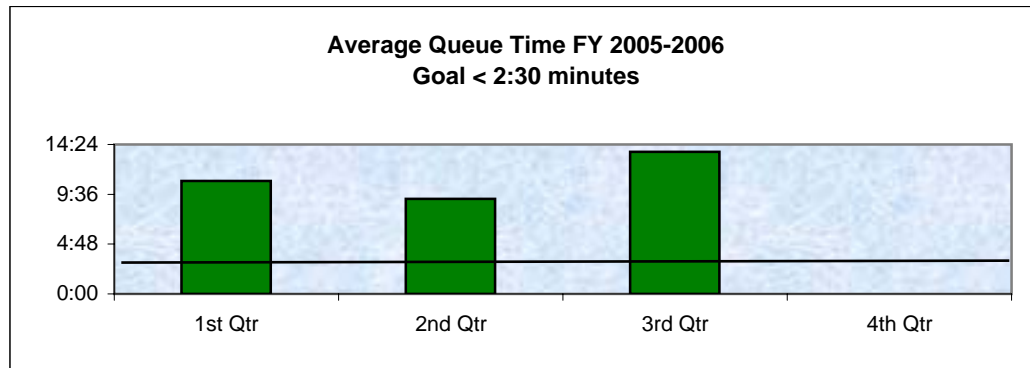
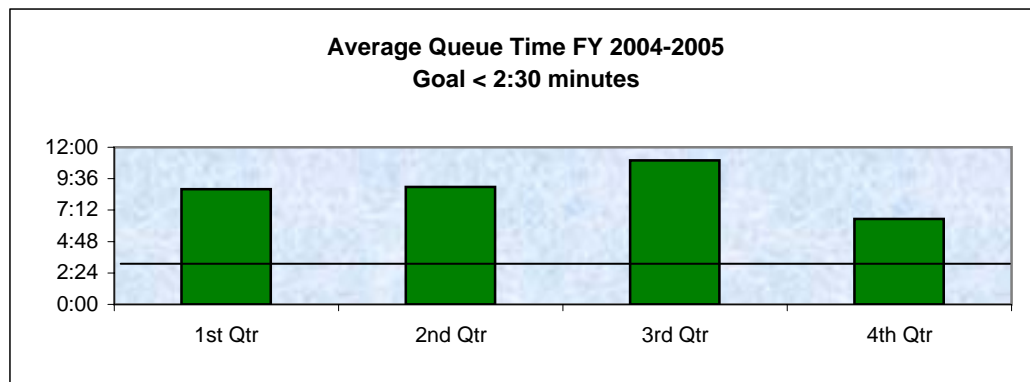
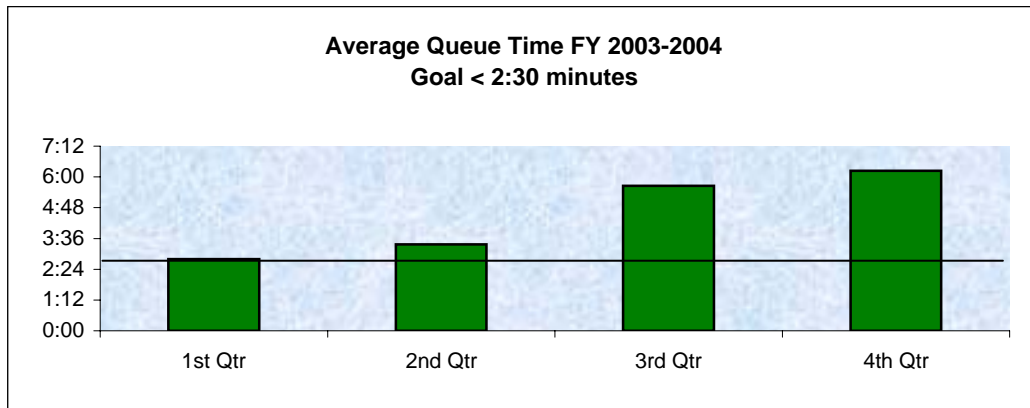
Customer Service and Education Division (CSED)

ATTACHMENT C

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - AVERAGE QUEUE TIME

Title: **Average Queue Time**

Goal: FY 2003-04: Average Queue Time < 2:30 minutes
FY 2004-05: Average Queue Time < 2:30 minutes
FY 2005-06: Average Queue Time < 2:30 minutes



FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	2:48	3:22	5:39	6:14
2004-2005	8:48	8:58	11:00	6:32
2005-2006	10:52	9:10	13:41	0:00

**CalPERS EFFECTIVENESS MEASURES
Third Quarter Workflow
Fiscal Year 2005 – 2006**

Measurements

Correspondence:

The Third Quarter of Fiscal Year 2005 – 2006, the CalPERS Customer Service and Education Division, Customer Contact Center, maintained the improvements in the completion at initial point at contact and in completion within 5 days from the Second Quarter 2005 – 2006, with a 4% improvement in completion of correspondence within 10 days.

The following is a comparison between Second Quarter and Third Quarter for Fiscal Year 2005 – 2006:

		Second Quarter	Third Quarter
Completed at initial point of contact		62%	62%
Completed within 5 business days		92%	92%
Completed within 10 business days		95%	99%

E-Mail:

The Third Quarter of Fiscal Year 2005 – 2006, the CalPERS Customer Service and Education Division, Customer Contact Center, showed continued improvements in completion within 5 days and completion within 10 days.

The following is a comparison between Second Quarter and Third Quarter for Fiscal Year 2005 – 2006:

		Second Quarter	Third Quarter
Completed at initial point of contact		62%	61%
Completed within 5 business days		90%	92%
Completed within 10 business days		98%	99%

The CalPERS Customer Contact Center has recently created a specific unit to address this workload and to capitalize on these improvements.

Customer Service and Education Division (CSED)

ATTACHMENT C

Report Period: March 2006

Enterprise Contact Center

Goals and Objectives

Email	Received	Completed	% Completed at Initial Point of contact	% Completed within 5 Days	Number completed within 5 days	% Completed within 10 Days	# Completed within 10 days
Month	3,485	2,092	60%	88%	1,843	100%	2,085
YTD	26,764	16,270	61%	87%	14,210	96%	15,554
Goal			75%	80%		100%	

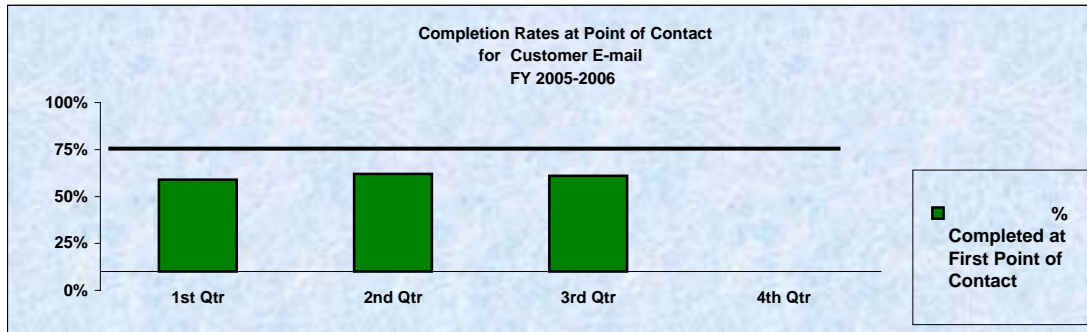
Correspondence	Received	Completed	% Completed at Initial Point of contact	% Completed within 5 Days	Number completed within 5 days	% Completed within 10 Days	# Completed within 10 days
Month	2,003	1,193	60%	92%	1,102	99%	1,185
YTD	17,249	10,527	61%	91%	9,597	98%	10,285
Goal			60%	80%		100%	

Customer Service and Education Division (CSED)

ATTACHMENT C

Title: **E-mail**

Goal: FY 2005-2006: 75% of all customer e-mail inquiries will be completed at the first point of contact.
80% of customer based e-mail completed at the initial point of contact will be completed within 5 business days.



FY 2005-2006

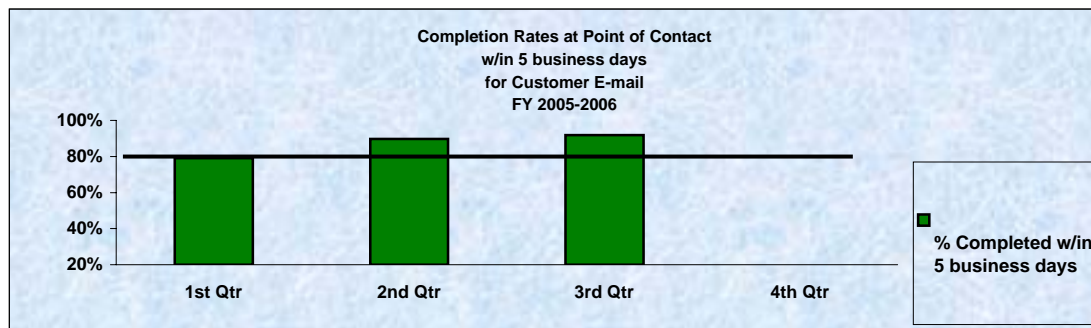
% Completed at First Point of Contact

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	59%	62%	61%	
Baseline	75%	75%	75%	75%

FY 2005-2006

Amount of Email Received/Completed

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Received	8,620	8,060	10,084	
Completed	5,086	5,036	6,173	



FY 2005-2006

% Completed w/in 5 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	79%	90%	92%	
Baseline	80%	80%	80%	80%

FY 2005-2006

Amount of Email Completed w/in 5 Business Days

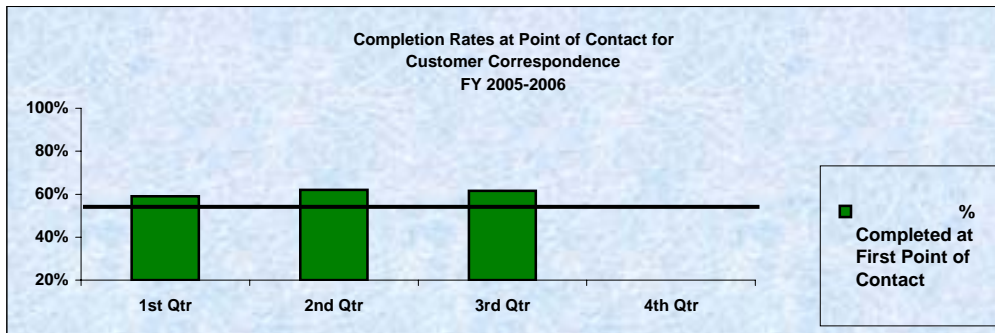
Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	4,018	4,524	5,668	

Customer Service and Education Division (CSED)

ATTACHMENT C

Title: **Correspondence**

Goal: FY 2005-2006: 60% of all customer correspondence inquiries will be completed at the first point of contact. 80% of customer based correspondence completed at the initial point of contact will be completed within 5 business days.



FY 2005-2006

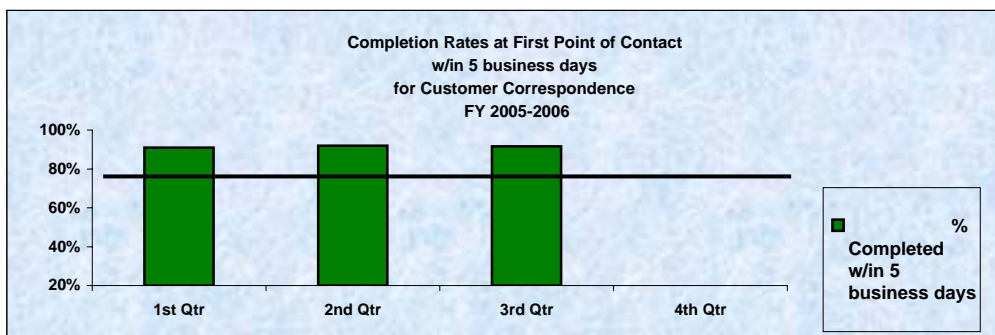
% Completed at First Point of Contact

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	59%	62%	62%	
Baseline	60%	60%	60%	60%

FY 2005-2006

Amount of Correspondence Received/Completed

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Received	5,958	5,088	6,203	
Completed	3,515	3,184	3,818	



FY 2005-2006

% Completed w/in 5 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	91%	92%	92%	
Baseline	80%	80%	80%	80%

FY 2005-2006

Amount of Correspondence Completed w/in 5 Business Days

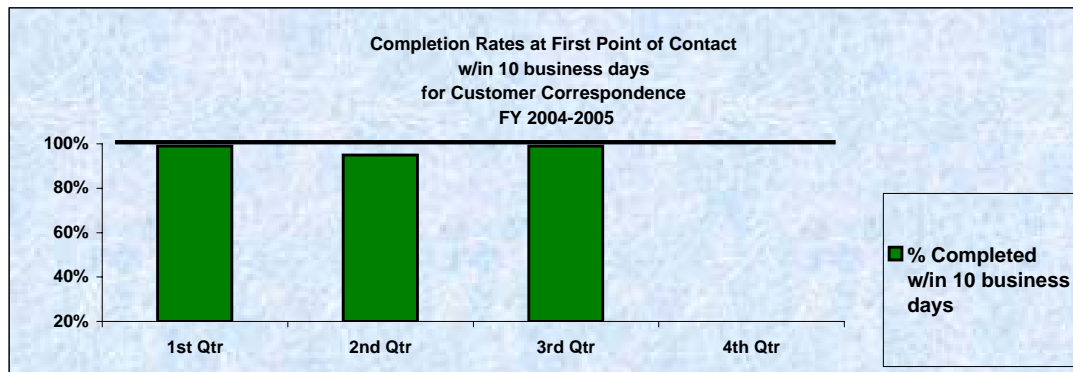
Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	3199	2930	3500	

Customer Service and Education Division (CSED)

ATTACHMENT C

Title: Correspondence

Goal: FY 2005-2006: 100% within 10 working days.



FY 2005-2006

% Completed w/in 10 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	99%	95%	99%	
Baseline	100%	100%	100%	100%

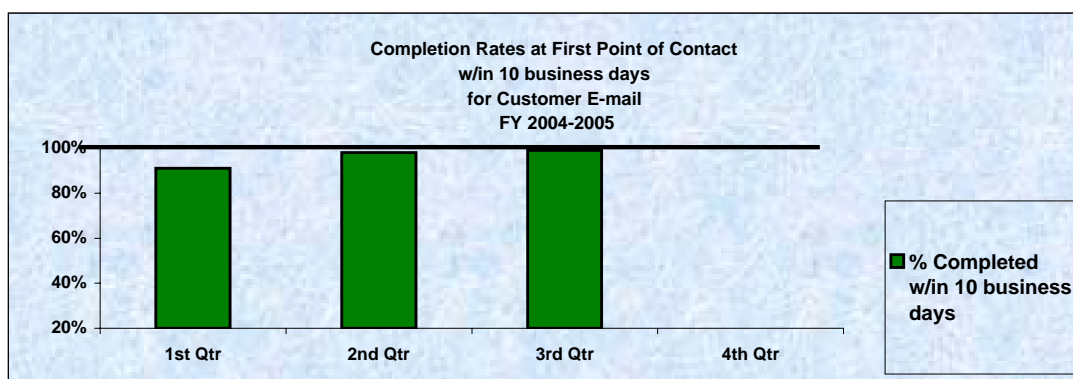
FY 2005-2006

Amount of Correspondence Completed w/in 10 Business Days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	3480	3013	3780	

Title: E-mail

Goal: FY 2004-05: 100% within 10 working days.



FY 2005-2006

% Completed w/in 10 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	91%	98%	99%	
Baseline	100%	100%	100%	100%

FY 2005-2006

Amount of E-mail Completed w/in 10 Business Days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	4628	4938	6116	